



Continuum Customer Business Solutions

Optimizing performance & overall practice efficiency.

Like any small business, physician organizations have a broad range of needs beyond their primary service: technology services, call center management, practice performance support, HR/payroll, finance and accounting, marketing, purchasing, training and compliance. It requires a delicate balance to ensure that all of those needs are managed without taking focus away from effective care delivery.

Continuum Health's experts understand that balance. Part of our commitment to 'Better Business, Better Care' is taking a comprehensive view of what it takes to help practices succeed. We are fully committed and uniquely qualified to make physician organizations strong and sustainable by optimizing performance and overall practice efficiency. Our team's ability to assess, build strategies, and implement best practices through process and technology enhancements liberates providers to spend more time focused on the single most important aspect of their day: caring for patients.

Integrated Practice Support Services Drive Nearly 500% Growth

A multi-specialty group outsourced its corporate infrastructure to Continuum Health. Continuum's integrated service model allowed the multi-specialty group to scale at a rapid pace, driving revenue from **\$70M to \$400M** over a 12-year period, and liberating providers to focus on high quality patient care.



CALL CENTER

183,027 total calls handled annually by 3 call centers



TRAINING

873 users trained
(via classroom & WebEx)



MIPS ADMINISTRATION

Received **100/100** final score



HR/PAYROLL

Managed **\$157M** in payroll & **\$200M** in retirement benefits



GROUP PURCHASING

Recouped **\$1 million** in rebates & savings
(over 1 year)



COMPLIANCE

Managed HIPAA & OSHA training for nearly **2,700** providers & staff

OUR SERVICES

Continuum provides a broad range of support services to ease the burdens of day-to-day management of a practice, including:

TECHNOLOGY SUPPORT

- Conduct site evaluation/surveys
- Site design and implementation
- Creation and administration of user accounts
- Practice management and EHR technology platforms with more than 4,000 custom edits
- Network maintenance
- Management of centralized server infrastructure and database for Continuum applications
- Management of data integrity and security
- Data migration support



CALL CENTER MANAGEMENT

- Patient Call Center fielding 160,000 calls per year for billing inquiries and resolution with 99% service levels
- Customer Solution Center assisting providers and practice staff with revenue cycle management and practice management application utilization
- IT Help Desk ticketing platform to request information technology support with hardware and application issues.

PRACTICE PERFORMANCE

- Dedicated Account Manager
- Robust Practice Performance Management Reviews and Assessments
- Routine Site Visits
- Performance reporting with key performance indicators and recommendations



HUMAN RESOURCES

- Benefits administration
- Payroll platform and advising services
- Malpractice and corporate liability insurance
- Compliance plan, policies, and procedures
- Hiring and recruiting
- Employee relations & development

FINANCE

- Cash management, including accounts payable, banking, credit line, and cash disbursements services
- Financial statements and reconciliations
- Analysis, reconciliations, and reporting



MARKETING & COMMUNICATIONS

- Access to centralized communications experts
- Assistance in developing long-term communications plans
- Branding and market positioning services
- Advisory on externally produced client websites and communications materials
- Patient community outreach programs

PURCHASING

- Supply chain management services
- Vendor contract negotiation and management
- Group purchasing discounts through Continuum Buying Alliance



COMPLIANCE

Program development & guidance regarding:

- Leadership Responsibilities
- Workforce Use
- Access Controls
- Permitted Use and Disclosure of PHI
- TPO
- Medical Record Release
- Patient Complaints
- Device & Media Controls
- Red Flag, Subpoena, Special Protection Sanctions
- Payment Policy
- Training Enforcement

TRAINING

- Provide Practice Management & EMR Application Classroom & Online Training
- Create and maintain original training documentation
- Manage tracking of all education initiatives through Learning Management System
- Access to online industry leading content for various healthcare matters

